

AMENDMENTS TO THE SPECIFICATION

To page 3, after paragraph [0009] please add the following paragraph:

FIGURE 3 is a block diagram of an embodiment of a system according to the present invention.

To page 4, paragraph [0012], please make the following revisions:

[0012] ~~For example, if~~ Turning to FIGURE 3, if, for example a manufacturer sells and installs a jukebox 301 at a consumer's location 302, the network-enabled jukebox 301 may collect performance information during operation and format this information into an electronic message, e-mail, or similar communication. This message may subsequently be sent to the manufacturer's server 303 and personnel at the manufacturer's location may review the performance information to determine the status of the remotely installed jukebox. By comparing the received information to the performance histories of this or other jukeboxes, trend analysis may be performed to predetermine an impending problem. If the data received at the manufacturer's site shows the jukebox will experience a hard failure, a replacement jukebox can be sent to the consumer's location to lessen or eliminate the amount of interrupted service. Additionally, if the installed jukebox is experiencing problems, the network-enabled capabilities of the jukebox, module 307, may collect error information and transfer this data back to the manufacturer's location. The error information collected is used to help ensure support personnel at the manufacturer's location can swiftly and accurately determine the underlying problem. Once the underlying problem has been identified, communications can be established by the network-enabled jukebox and, if a software problem exists, updated software 304 may be downloaded directly to the jukebox to eliminate or at least mitigate the problem.

To page 5, paragraph [0014], please make the following revisions:

[0014] Manufacturers may install network cards (such as module 307 of FIGURE 3) in a wide range of consumer appliances and include logic, *e.g.*, software, in these appliances to oversee the operation of the appliance. Network cards can be installed in home appliances such as refrigerators or ovens, or even in automobiles. A networking card installed in an automobile could communicate with the manufacturer's server over a radio network connection or a cell phone connection over a wireless access or similar protocol. Data may also be stored and then opportunistically uploaded when a mobile platform, such as an automobile or portable computer comes within communications range of a suitable network such as a wireless home LAN, BLUETOOTH™ network, etc. These installed network cards allow collection and transmission of performance information particular to the item the network card was installed within.

To page 5, paragraph [0015], please make the following revisions:

[0015] The inclusion of the network card in consumer appliances to create a network-enabled device may also be used by the manufacturer to repair problems in the appliance. Communications from the manufacturer to the appliance may further include updated software modules (such as software or firmware 304 of FIGURE 3) to replace modules (such as software or firmware 102 of FIGURE 3) which were delivered with the appliance or contact service representatives regarding problems with the consumer appliance. Commonly owned U.S. Patent Application 09/909,329 discloses real time communications with service representatives and has been incorporated in its entirety. Alternatively, communications or messages sent from the manufacturer to the appliance may also include embedded commands which instruct the appliance to perform a certain operation (*e.g.*, JAVA scripts). Additionally, redundant hardware elements (such as elements 305 and 306 of FIGURE 3) may be included in the appliance and a command sent from the manufacturer to the appliance to, *e.g.*, bypass a malfunctioning hardware component and/or to enable connection of a redundant element included when the appliance was manufactured or later added.